

ISS BOARD MEETING

APRIL 16, 2019

A meeting of the ISS Board was held on April 16, 2019 at 9:00 AM in Conference Room 1A at the Hamilton County Judicial Center.

Board Members Present: William Hughes, Judge Superior Court 3
Kim Powell, proxy for Robin Ward, Assessor
Kent Ward, Surveyor
Kathy Williams, Clerk
Dennis Quackenbush, Sheriff
Amy Massillamany, County Council (tele present)
Jennifer Hayden, Recorder
Christine Altman (tele present at 9:05)

Others Present: Chris Mertens, IT Director; Joan Keene, GIS Director; Heather Bennett, Project Manager; Dan Stevens, Director of Administration

Board Members Absent: Robin Mills, Auditor

Call to Order (9:00:28)

Kent Ward called the meeting to order at 9:00 AM while Connie Garrett recorded the minutes. A quorum was present.

Microsoft Teams – Introduction (9:02:17)

This will eventually replace Skype for Business and has the same functionality in terms of Chat and Instant Messaging, organizing meetings and more. MS Teams is what Amy is using to call in on. You can create a Team of people and then create Channels within the Team for different projects or topics and keep track and organize communications. The basis of the Team is a Group and that will need to be created by ISS. You can also invite outside people to the Group. The nice thing about this is that it has a Files area so behind the scenes, it creates a SharePoint Site. This information is kept for five years just like e-mail and is also public record.

PC Purchase (9:13:42)

Last month, an e-mail was sent out asking the ISS Board's approval to use Non-Reverting Funds for PC purchase. 150 will be used here, in the Historic Courthouse and the other outlying offices. 60 were delivered to the Sheriff's office.

Personnel Update (9:15:14)

An offer of employment was sent out for the Network Administrator position. A familiar name to some, Chris Kuner, will be starting next week.

Casey Schroeder, a Senior Systems Administrator at the jail, has been called back to active duty. Mertens may try to fill that position temporarily.

Ward asked if the Applications Administrator position has been filled. Will Hall was hired for that position approximately two months ago.

Firewall Evaluations and Purchase (9:16:36)

When we had our audit for CJIS with the State, they marked us down for our firewalls going out of support. ISS evaluated Cisco, which is what we currently have, Fortinet, and Palo Alto. Palo Alto was in for a Proof of Concept and is in place now behind the Cisco firewalls. It is amazing to see what it catches that Cisco missed. The quote for \$185,000 from Dell is for two different firewalls, one here and one downtown and includes five years of support. This also provides web-filtering so if an office wants to block certain sites it can be done. It will also alert ISS when people go to things that they are not supposed to. If the Board approves moving forward to use non-reverting funds for the purchase, because we will receive information regarding what sites people visit, it will become record. Mertens would like to keep those records for a week unless someone requests a longer retention. A motion was made to go to Council and get approval to use non-reverting funds. It was seconded and all were in favor.

Dual Factor Authentication for all users with Office 365 (9:28:11)

For additional security, Mertens would like to turn on Dual Factor Authentication for people who login to Office 365. That will only apply when you are not at the office. If a user is at home on their computer and go to Office.com and sign in, that is when it will prompt you for the second factor. You can have a text sent to your phone, call you with a code to punch in or there is an app that can be used called Authenticator.

Web Update (9:33:10)

- At the Commissioners request, the County established a Next Door account, a neighborhood social media app.
- Another item going onto the County website is a link to the solar project. It is a dashboard to allow citizens to see basically a slideshow of how much electricity was generated and how solar works.

Unscheduled Downtime (9:36:17)

There was a power outage that sent everyone home. It was a good test for ISS to see how systems worked. Our UPS worked as expected and gave plenty of time to shut everything down appropriately and then everything came back up. The changes that have been made to make sure the Core Network stayed up through generator power, also worked as expected.

Approval of minutes from the January 15, 2019 ISS Board Meeting (9:38:06)

The minutes were approved as submitted.

Other Business (9:38:33)

Hughes said the Courts notice that Microsoft updates break other applications and it takes down core abilities. Mertens said that unfortunately, ISS can't stop the Office 365 updates. For Windows updates, ISS pushes out only critical and security updates. Hughes asked if a notice could be sent out when ISS is aware of a problem.

A mobile Assessor software will be used with iPads that allows them to go out in the field, capture information, do some drawing and automatically upload into Proval.

Maybe as early as August, there will be a major upgrade of Odyssey that will completely change the interface and how we do business.

Another Proof of Concept will be started on some updated anti-virus malware software that will be on the desktop. Users shouldn't notice it, but it is just another step in security.

While Odyssey is making changes, the Child Support System will change as well.

Next meeting – July 16, 2019

The meeting was adjourned at (9:48:11)